

Ordering Information

- Prices and policies for shipping to Canada are subject to change without notice
- We reserve the right to cancel any order for any reason
- Orders shall be submitted online, via email or in a purchase order
- Minimum order is \$250 USD

Terms & Conditions:

- Orders will ship to Canada once every item in the order is complete

Exchange, Refunds & Claims:

- We will exchange the product you purchased if you notify us within 10 days after receiving your product by completing a request at <https://bodyarmordirect.returnscenter.com/>
- The customer is responsible for shipping the item back to us in new unworn condition for exchange. We will invoice you for the return shipment prior to releasing it.
- We do not offer refunds for any orders
- Claims for any issues must be received within 2 business days of receiving your order

Shipping

- The customer is responsible for the cost of the shipment to Canada along with any duties and fees
- We do our best to charge the correct shipping and duties upfront when you order, however, from time to time we may invoice you upon receipt for any unforeseen shipping and cross border fees that are reasonable

Compliance with Canadian Laws

- Customer is responsible to comply with the laws of Canada

End User Product Warranty

- Body Armor Direct guarantees its nylon products for two calendar years and the armor for five years. Body Armor Direct warranty policy covers products purchased by the original owner against defects in materials and workmanship. If a product ever fails during the warranty period due to a manufacturing or material defect, Body Armor Direct will repair or replace with like product at our discretion. This warranty does not cover damage caused by normal wear and tear, accidents, improper use, sun damage or the natural breakdown of colors and material over time. Clothing items must be in un-worn, un-washed condition to be eligible for warranty coverage. To make a warranty claim, End User must return the item to the original Authorized Body Armor Direct Dealer where the item was purchased and submit the original sales receipt. Dealer will then contact Body Armor Direct and follow procedures to request warranty coverage.

Compliance with U.S. Export Laws:

- Customer acknowledges that Body Armor Direct items may be subject to U.S. governmental requirements and export laws and regulations of the United States, including the Export Administration Regulation (“EAR”). Dealer agrees to comply with the EAR and shall not export, re-export, resell, or otherwise dispose of any Body Armor Direct items to any country not approved for export, or to any person, if it is known that it will result directly or indirectly, in disposition of the items contrary to the EAR. Body Armor Direct will not be liable for any dealer violations of any applicable export laws and regulations.